

LinkedIn Learning*Trouble-Shooting, Problem Solving & Customer Service Certificate***Gauteng South Africa***Graduation Date: Dec 2024***WORK EXPERIENCE****Webhelp SA - DLG Legal Services (UK Company)****Gauteng, South Africa***Customer Service Representative**Dec 2021 - May 2024*

- Responded to and made high volume calls to and from clients daily.
- Raised support tickets for customer queries and track resolutions.
- Escalated customer inquiries to the appropriate teams.
- Resolved complex client inquiries, concerns and complaints in a timely and professional manner.
- Provided timely and accurate information over phone, email and chat.
- Maintained daily client communication, providing comprehensive updates.
- Maintained accurate and detailed records of client interaction, issues and resolutions.
- Participated in ongoing training and education to stay up-to-date on changing laws, regulations, and industry developments for the benefit of the client.
- Consistently met and exceeded customer satisfaction targets, with an average customer satisfaction rate of 95% and above.

Webhelp SA - DLG Legal Services (UK Company)**Gauteng, South Africa***Motor Claims Customer Service Agent**Jul 2021 - Nov 2021*

- Handled high-volume inbound and outbound calls, emails, from policy holders, clients and insurance brokers regarding motor claims.
- Supported clients through the claims process till settlement of claims.
- Provided empathetic and professional support to clients/customers, ensuring prompt resolution of claims-related inquiries and concerns.
- Gathered and verified claim information, assessed policy coverage and determined liability.
- Maintained accurate and detailed records of client interaction, claim status and resolutions.
- Resolved client complaints and managed client expectations.

Webhelp SA - DLG Legal Services (UK Company)**Gauteng, South Africa***Legal Settlement Customer Service Agent**Dec 2018 - Jul 2021*

- Managed over 1,200 inbound calls monthly from clients and stakeholders, leading to a 30% reduction in average resolution time for complaints and enhancing overall client satisfaction ratings by 25%.
- Executed high-volume outbound call initiatives, averaging 40 calls per day, which resulted in a significant increase in client retention rates by 40% and improved loyalty metrics across service offerings.
- Effectively managed client expectations, ensuring satisfaction and loyalty.
- Processed personal injury settlement cheques and billing company costs efficiently.
- Maintained accurate records and databases, ensuring compliance with regulatory requirements.
- Daily client communication over email, telephone and chat.

- Excellent interpersonal and active listening skills
- Clear communication skills.
- Excellent attention to detail.
- Work well within a team
- Attention to detail and organizational skills.
- Problem-solving & critical thinking.
- Excellent multitasking skills and capable of adapting quickly in a fast-paced environment.
- Kind, friendly, understanding and compassionate towards clients or customers.
- Ability to work calmly under high-stress situations.
- Excellent telecommunication skills.
- Strong troubleshooting skills

REFERENCES

- Cameron Nickel - DLG Legal Services Personal Injury Supervisor Nickel@dlglegalservices.co.uk 079 940 0135 Kobus Jansen Van Vuuren - DLG Legal Services Motor Damage Supervisor Kobus.Jansenvanvuuren@dlglegalservices.co.uk 076 263 1906 Muhammad Hanna - Just Plastics Company Manager 031 263 1906